



The Innovations in American Government Awards



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BALTIMORE'S CITISTAT PROGRAM WINS GOVERNMENT "OSCAR"

***Program Ensures Wise Use of City Resources, Monitors Accountability at All Levels of Government;
Wins \$100,000 Prize in 17th Annual National Competition from Harvard***

(CAMBRIDGE, MA) – The City of Baltimore's CitiStat program – a groundbreaking initiative that ensures wise use of city resources by holding managers and workers accountable – has won the "Oscar" of government awards from the Ash Institute for Democratic Governance and Innovation at Harvard University and the Council for Excellence in Government. CitiStat is one of five winners of the prestigious Innovations in American Government Award and will receive a \$100,000 grant to support replication of its significant and creative efforts.

Begun in 2000, CitiStat regularly reviews every aspect of Baltimore City's government – ranging from employees' use of overtime and sick leave, to trash collection and snow removal – ensuring that the city is meeting the needs of its citizens. Bimonthly meetings between agencies, the mayor, the first deputy mayor and members of his cabinet serve as a key component of CitiStat. Before the meetings, agencies are required to submit performance reports, which are compared to data from the city's 311 Call center, an independent body that manages service requests from citizens.

By creating a structure within which city leaders can regularly assess performance and quickly make improvements, CitiStat has significantly improved the city government's responsiveness. The participation of cabinet officials ensures intergovernmental communication and cooperation is maintained, and keeps the administration on track to meet its goals.

The program has reduced overtime, saving almost \$24 million – an important feat as state and local governments across the nation work to close the largest cumulative budget gaps since World War II. Within certain agencies, the program has also reduced absenteeism by half. Through the city's 48-hour pothole abatement guarantee, pothole complaints have decreased considerably. Towing of abandoned vehicles has increased 22 percent and the city has removed four times as much graffiti as it did two years ago. To round out its successes, integrating data from the city's call center into CitiStat ensured the resolution of 1,200,000 citizen service requests derived from one and a half million contacts – without the loss of a single call.

"CitiStat is a management tool for public officials that translates into real, tangible results for citizens. Government leaders across the country and around the world are taking notice of its success—and for good reason," said Stephen Goldsmith, former mayor of Indianapolis, former Innovations Award winner and currently Faculty Chair of the Ash Institute for Democratic Governance and Innovation at Harvard's Kennedy School. "Representatives from more than 100 local, state, federal and international government entities have visited Baltimore to find out how the CitiStat model could work for them."

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Citizens can also log onto the CitiStat website to read reports and updates on Baltimore city government's progress and key initiatives.

"By providing agency heads with real-time performance data, CitiStat allows government leaders the opportunity to make wise decisions when it comes to resources. And that allows them to make changes not year-to-year or month-to-month, but week-to-week." said Patricia McGinnis, President and CEO of the Council for Excellence in Government. "That benefits the customers and owners of government . . . the people of Baltimore."

CitiStat was selected from among nearly 1,000 applicants for the award, which was presented today in Washington, DC. For 17 years, the Innovations in American Government Award has recognized quality and responsiveness at all levels of government, honored government efforts that are creative, effective and address significant problems, and has fostered the replication of innovative approaches to the challenges facing government.

About the Innovations Award:

The Innovations in American Government Awards is a program of the Ash Institute for Democratic Governance and Innovation at Harvard University's Kennedy School of Government. The award is administered in partnership with the Council for Excellence in Government.

The Ash Institute for Democratic Governance and Innovation fosters excellence in government around the world in order to generate and strengthen democracy. Through its awards program, research, publications, curriculum support, and global network, the Institute champions critical milestones in creative and effective governance and democratic practice.

The Council for Excellence in Government is a national, nonprofit, nonpartisan organization whose mission is to improve government performance by strengthening results-oriented management and creative leadership in the public sector, and to build understanding by focusing public discussion on government's role and responsibilities.

On the Web:

CitiStat

(<http://www.ci.baltimore.md.us/news/citistat/>)

The Ash Institute for Democratic Governance and Innovation

(www.ashinstitute.harvard.edu)

The Council for Excellence in Government

(www.excelgov.org)

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